



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

JOB DESCRIPTION  
**OPERATIONS SUPERINTENDENT**  
**(HEAVY SHOP)**

VEHICLE AND EQUIPMENT SERVICES Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for overseeing the maintenance and repair operations of the heavy vehicle repair shop. Reports to the Operations Manager.

### **ESSENTIAL JOB FUNCTIONS**

Responsible for the effective supervision and administration of the heavy vehicle repair shop including authorizing significant purchasing and financial transactions, staff organization and development, performance evaluations, employee relations, prioritizing and assigning work and related activities.

Assists in planning, developing, and recommending division priorities, goals, objectives, policies, programs, and work systems to effectively meet City, departmental, and community needs; develops work processes and safety standards.

Reviews work orders, work progress, schedules, and priorities to ensure efficient and effective utilization of personnel and equipment. Receives requests for emergency and unscheduled work and makes arrangements for prompt service.

Responds to customer requests, status updates and complaints; researches issues and resolves as appropriate. Notifies user departments of any operator abuse or neglect that is discovered as well as advising customers of necessary changes in equipment usage. Assists with complex automotive, truck, and heavy equipment repair work as required.

Administers the warranty repair program; develops and maintains warranty coverage tracking system.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Automotive Maintenance -Thorough knowledge of the methods, tools, and equipment used in the repair of heavy vehicles, specialized equipment and small engines to include procedures for

diagnosing malfunctions and performing technical repairs as well as the operation and maintenance of assigned vehicles or equipment.

- Supervision – Knowledge of leadership techniques, principles, and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff.
- Customer Service – Knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Safety – Thorough knowledge of occupational hazards, safety precautions, and safety regulations related to the operation and repair of vehicles and equipment.

## **REQUIRED SKILLS**

- Judgment/Decision Making – Using logic and reasoning to understand, analyze, and evaluation complex situations and then to research information to identify the strengths and weakness of alternative solutions, conclusions or approaches to the situation and make decisions as appropriate.
- Interpersonal Relationships – Develops and maintains cooperative and courteous relationships with employees, managers, representatives from other departments and organizations. Shares knowledge with staff for mutual and departmental benefit.

## **REQUIRED ABILITIES**

- Automotive Repair – Utilizes a variety of shop tools and equipment including scan tools and diagnostic equipment to perform difficult to complex repair work of vehicles and equipment.
- Communication – Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.
- Coordination of Work – Ability to establish and implement effective administrative programs and procedures. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Accounting and Budgeting – Ability to perform arithmetic, algebraic, and statistical applications. Ability to employ economic and accounting principles and practices in the analysis and reporting of financial data.

## **EDUCATION AND EXPERIENCE**

Requires an Associate's Degree in Automotive Technology or a related field and 3-5 years of progressively responsible journeyman level automotive mechanic and supervisory and management experience in a related field or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

Must obtain a Commercial Driver's License (CDL) permit prior to employment and complete the practical portion of the CDL test within 60 days of employment.

This position requires pre-employment medical evaluation and substance abuse testing and is subject to random alcohol and controlled substance testing.

A valid Virginia state inspector's license is required.

Master Automotive Service Excellence (ASE) Certification in Automotive or Medium/Heavy Truck is required and must be maintained. An Associate's Degree in Automotive Technology may substitute for the Master ASE Certifications.

### **PHYSICAL REQUIREMENTS**

- Tasks require the ability to exert very moderate physical effort in light work.
- Some combination of stooping, kneeling, crouching and crawling.
- Some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (10-20 pounds).

### **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

### **ENVIRONMENTAL EXPOSURES**

Performance of essential functions may require exposure to adverse environmental conditions, such as odors, fumes, temperature and noise extremes, hazardous materials, toxic agents, machinery, heavy equipment, vibrations, or traffic hazards.